

# myDavy for Credit Unions Online Account Help

## Introduction

**myDavy for credit unions is an easy way to access your Davy Credit Unions account online, helping you view all of your credit union investments in one place, wherever and whenever you want – all in a completely secure environment.**

With new features like a single view of all assets, simplified navigation and an experience that's seamless across mobile and desktop devices, myDavy for credit unions is the online destination to help you keep in touch and in control of your credit union's financial information. This service is part of our commitment to provide our Davy Credit Unions clients with a range of digital tools and communications to help you review your credit unions financial life. Within this document, please find the answers to frequently asked questions to assist you when using myDavy for credit unions.

## Frequently asked questions - account login

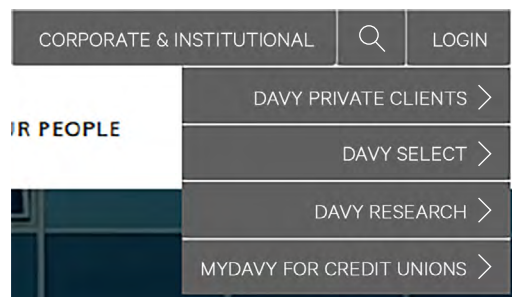
### How do I log into my account?

If you are having trouble logging into myDavy for credit unions, please follow the instructions below, or contact us on +353 1 614 9920.

### Logging in for the first time

Please complete the registration form <https://www.creditunions.mydavy.ie>. Once we have received this completed form we will send you your online username (6 digit code) and password by post to the credit union address that you have registered with us. You will need this username (6 digit code) and password to log into myDavy for credit unions for the first time.

You can log in on any page on the Davy site by clicking on the "Login" button in the top right corner and choosing myDavy for credit unions from the drop down menu:



The login page will open. On this page, enter your username (6 digit code) and your password, and click "Submit". Both your username and your password are case sensitive.

myDAVY Don't have access to myDavy for credit unions? Register Here

### Credit Union Login

Username  
XXXXX

Password  
●●●●●●

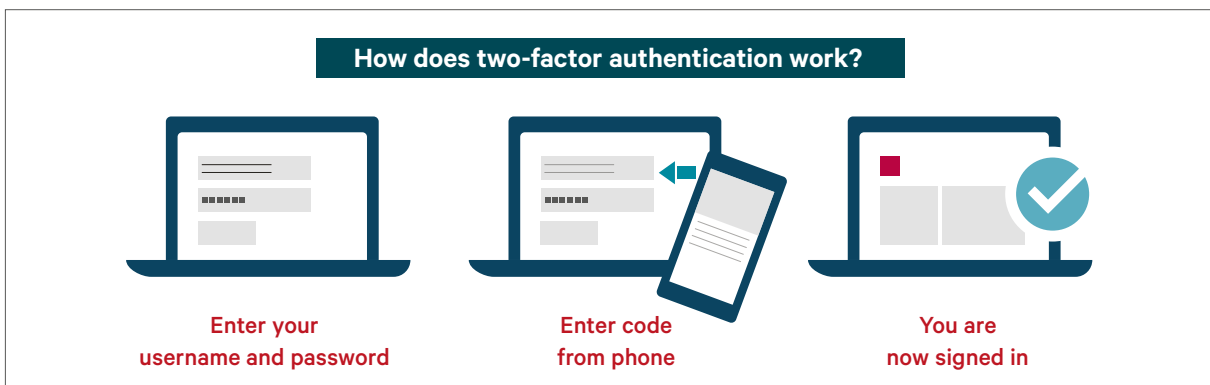
Submit

[Forgot username or password](#)

Davy will never ask you to verify your username, password or any other confidential financial details via e-mail. Read more about keeping your information secure online.

### Two-factor authentication

Each time you log in to myDavy for credit unions, you will receive an SMS token to the mobile phone associated with the account. You will need to use this token to access the online system.



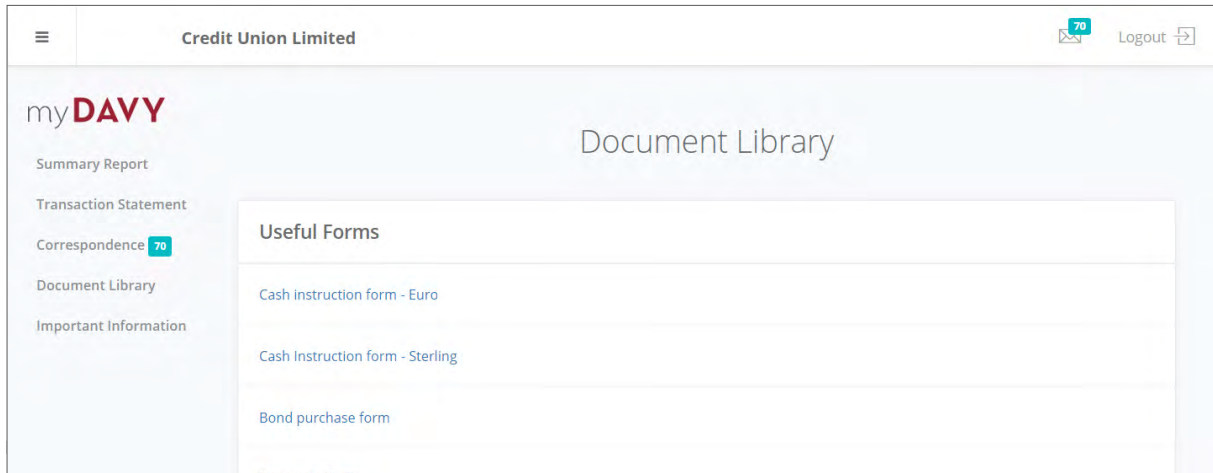
### What happens if I forget my username or password?

If you've forgotten your username or password please call us on +353 1 614 9920 or email us at [#CreditUnionSupport@davy.ie](mailto:#CreditUnionSupport@davy.ie)

## Frequently asked questions - myDavy for credit unions features

### How do I review my portfolio valuation?

When you have securely logged into myDavy for credit unions, you can review your account information under the following headings, Summary Report, Transaction Statement, Correspondence, or Document Library.



### How do I view my portfolio valuation?

Within the Summary Report, you can review the overall value of the portfolio using the bar chart. When you scroll down and hover over each section of the chart, the investment category, investment cost and the accrued value will appear.

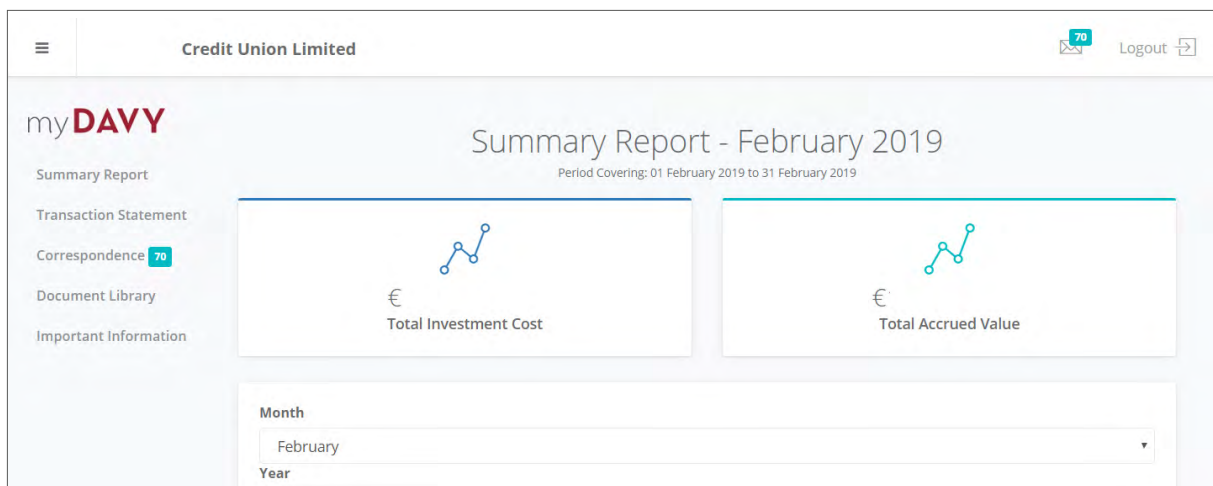
The details displayed within the Summary Report are as follows:

- Investment Cost: The cost of your investments held within the portfolio.
- Accrued Value: The current value of the investments within the portfolio.

We recommend you never allow your browser to save your username and password. If you have saved your details and would like to clear your saved information, please read "How do I stop my computer from saving my Davy username and password?"

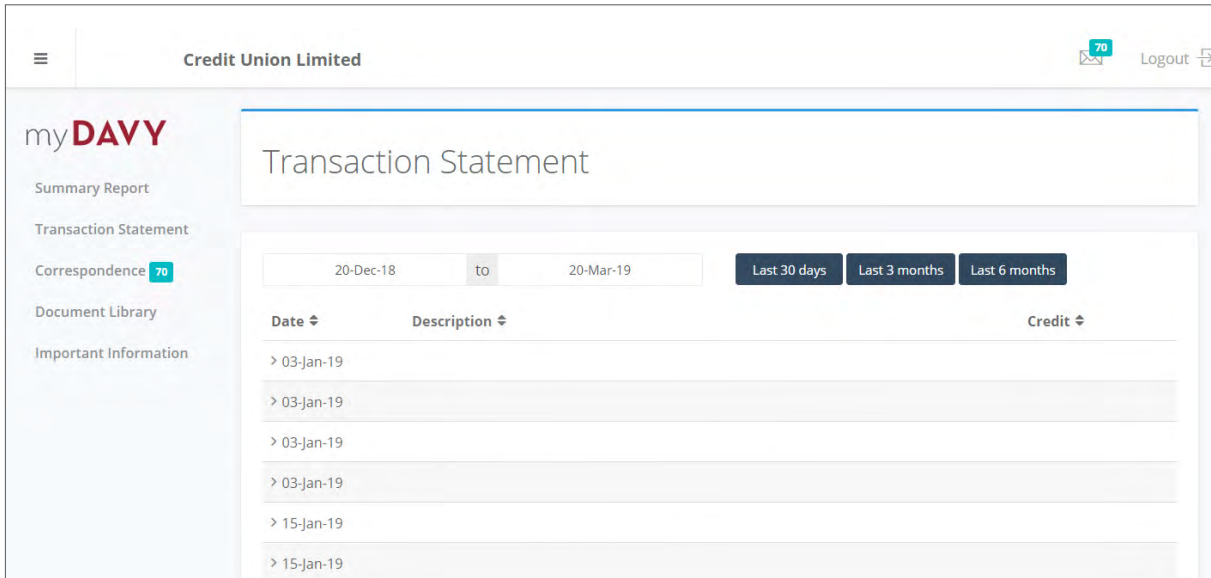
### Summary report

The summary report page displays a list of your current investments with values from the previous month's end. From this list you can review holdings, Investment cost and accrued value of the portfolio along with the option to download this information in Excel format. Each investment category is broken down into a number of categories; to review this information simply click on each investment category e.g. Cash investments/deposits, Structured Products, Bonds, Collective Investment Schemes (CIS).



**Transaction statement**

The transaction statement functionality lets you review your transactions in a particular deposit, bond or structured product during a specified time period. Currently, this information is only available from September 2017 within myDavy for credit unions.

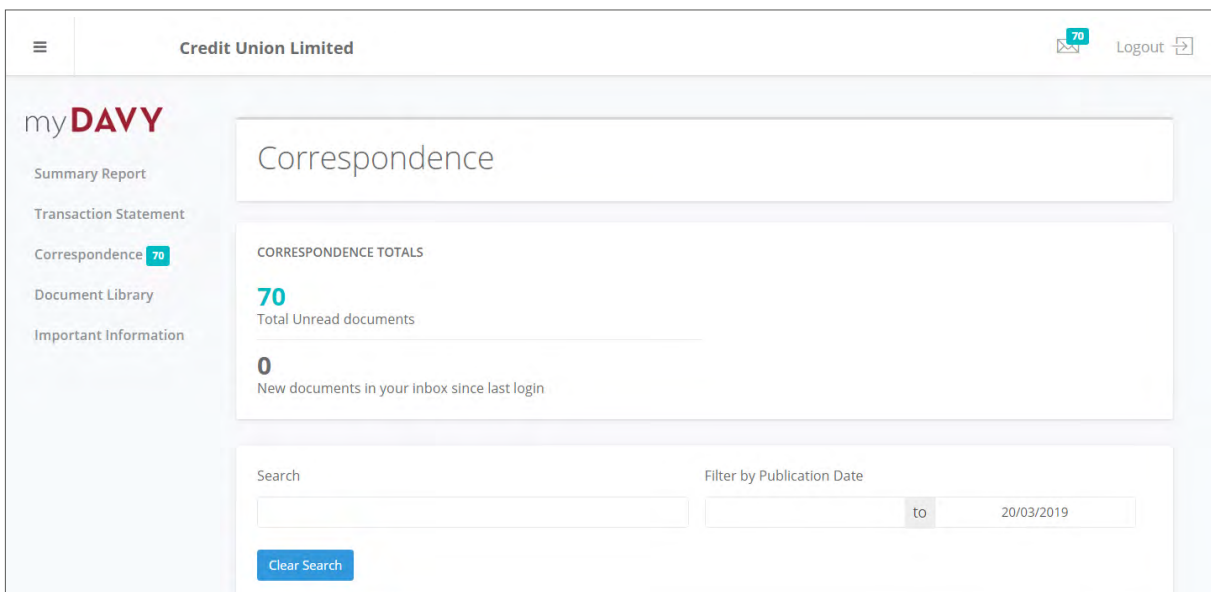


1. Choose the holding you want to review and click on the date, this will provide details of the selected investment, the nominal value and the price it was purchased at.
2. Set a start date and end date for the period that you want to review (Please note that this information is only available from September 2017) or use one of the 3 set ranges e.g. last 30 days, last 3 months, last 6 months. The list will automatically update as you adjust the date period.

**Correspondence**

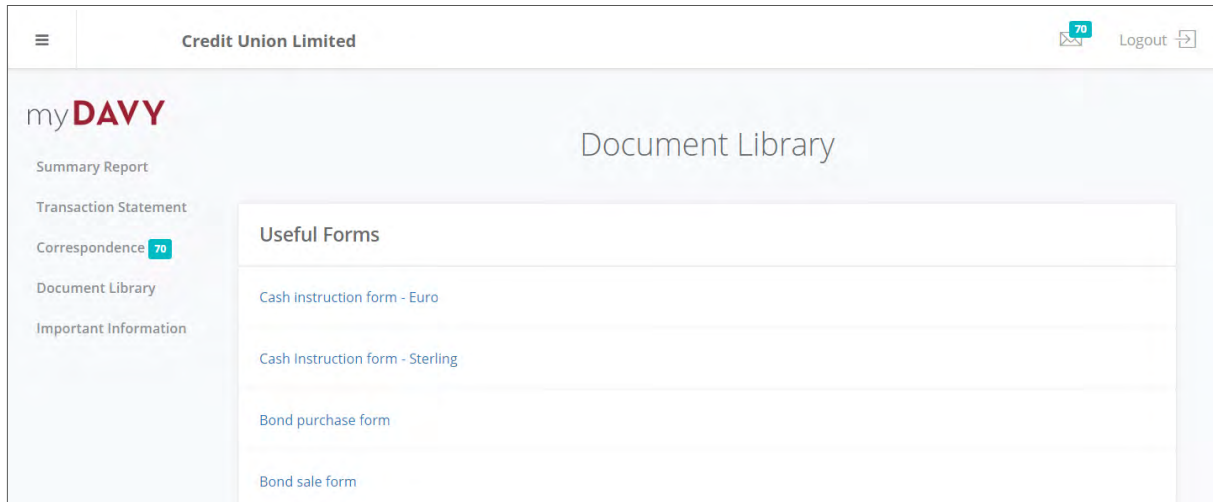
You will also find your recent correspondence by clicking on the envelope in the main navigation or the “Correspondence” link in the left-hand navigation. Within this menu you can also review:

1. Portfolio Valuation and Client Asset Statement:  
You can download these in PDF and save to your computer.
2. Contract Notes:  
You can download these in PDF format and save to your computer.



### Document library

Here you will find documents such as cash instruction forms, bond purchase and sale instruction forms along with new mandate forms. Also available are copies of our Credit Union Insights publications.



## How do I update my details online?

Please contact a member of the Credit Union Support Team or your Investment Manager should you wish to update contact details for your credit union on +353 1 614 9920 or at #CreditUnionSupport@davy.ie.

### Transfer money in

You can transfer funds from your mandated bank account to your Davy credit union account by electronic transfer (details set out below).

To ensure funds are credited to your Davy credit union account as soon as received, you must detail your Davy CIM number (this number can be found on the front page of your monthly valuation report) as the narrative in the transfer. Please note, the option to transfer funds is not currently available within myDavy for credit unions.

	EURO Account	GBP Account
<b>Beneficiary:</b>	Davy	Davy
<b>Bank:</b>	Bank of Ireland, 2College Green, Dublin 2	BOI UK PLC, LONDON, REGION, 301607, PO Box 2124. Belfast BT1 9RS UNITED KINGDOM
<b>Beneficiary Bank BIC:</b>	BOFII2D	BOFIGB2B
<b>Beneficiary Bank IBAN:</b>	IE71BOFI90001763476882	GB92BOFI3016 0797501505
<b>Reference:</b>	Credit Union Name and CIM	Credit Union Name and CIM

### Send money by post

You can post a cheque or bank draft to us. Please make the cheque payable to Davy. To ensure that your payment is promptly allocated to your Davy credit union account you must ensure that your Davy CIM number is included on the reverse of your Cheque/Bank Draft.

### Our postal address is:

Davy Credit Unions Support Team  
Davy House  
49 Dawson Street  
Dublin 2  
Ireland

### How do I get my account correspondence online?

Davy Credit Union clients can receive their portfolio valuations and contract notes online. This service acts as a repository for your correspondence. It is secure, convenient and easy to use. To register for this service please contact your Investment Manager or a member of the Credit Union Support Team on +353 1 614 9920. You can also register for online correspondence through the registration form for myDavy for credit unions which you can download at [www.creditunions.mydavy.ie/registration\\_form](http://www.creditunions.mydavy.ie/registration_form)

### How do I get my account valuations?

Davy Credit Union clients can receive their account correspondence online. Documents that can be received include account valuations, contract notes and access to your document library.

To receive your account valuation online you must be registered for online correspondence.

To sign up for online correspondence, please download the form [www.creditunions.mydavy.ie/registration\\_form](http://www.creditunions.mydavy.ie/registration_form)

The screenshot shows the myDavy for credit unions web interface. The header includes the 'Credit Union Limited' logo and a notification icon with the number '70'. The left sidebar contains navigation options: Summary Report, Transaction Statement, Correspondence (highlighted with a '70' badge), Document Library, and Important Information. The main content area displays a search bar and a filter by 'Publication Date' set to '20/03/2019'. Below this is a table of documents:

Publication Date	Document
28/02/2019	<a href="#">Portfolio Valuation and Client Asset Statement</a>
31/01/2019	<a href="#">Portfolio Valuation and Client Asset Statement</a>
31/12/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>
30/11/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>
31/10/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>
30/09/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>
31/08/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>
31/07/2018	<a href="#">Portfolio Valuation and Client Asset Statement</a>

### View your valuation

1. Log on to myDavy for credit unions.
2. Scroll down to the 'Correspondence' section on the left-hand side of the home page.
3. In the 'Document' dropdown, you will see Valuations available for download.
4. Click on the required Valuation and this will immediately download to the bottom left hand corner of your screen.

**Contact Davy**

If you are ever in any doubt about whether a communication is real, or if you have other concerns about your online account, please contact us on +353 1 614 9920 or at [#CreditUnionSupport@davy.ie](mailto:CreditUnionSupport@davy.ie)

**Dublin Office** Davy House, 49 Dawson Street, Dublin 2, D02 PY05, Ireland. +353 1 679 7788 [dublin@davy.ie](mailto:dublin@davy.ie)

**Belfast Office** Donegall House, 7 Donegall Square North, Belfast BT1 5GB, Northern Ireland. +44 28 90 310 655 [belfast@davy.ie](mailto:belfast@davy.ie)

**Cork Office** Hibernian House, 80A South Mall, Cork, T12 ACR7, Ireland. +353 21 425 1420 [cork@davy.ie](mailto:cork@davy.ie)

**Galway Office** 1 Dockgate, Dock Road, Galway, H91 K205, Ireland. +353 91 530 520 [galway@davy.ie](mailto:galway@davy.ie)

**London Office** Dashwood House, 69 Old Broad Street, London EC2M 1QS, United Kingdom. +44 207 448 8870 [london@davy.ie](mailto:london@davy.ie)

[www.davy.ie/creditiunions](http://www.davy.ie/creditiunions)

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